

From: Sheila
To: Microsoft ATR
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Subject: Anti Trust Restitution

Your Honors:

I work in computer sales and have a front seat to the issues that the end users are up against. This is an industry truly in its infancy. Our homes and businesses are flooded with computers and many users who barely understand just what it is that piece of equipment is capable of doing or how it performs. The Virtual world of the internet is hard for many to understand and their own vulnerability is something I discuss with them at purchase. Microsoft and its recent claim two days ago of making security foremost in development is very sad. Billions have been already lost due to careless and irresponsible software authoring by them. Now that Microsoft is in court and in the limelight it is timely of Mr. Gates to profess security. Software production is tedious and much more so when the software is written with security in mind from the very beginning.

Today when a Microsoft product is purchased duplication is illegal and prosecution is real for the end user. In the beginning Microsoft distributed the product for little or no cost and encouraged duplication to blanket the market. Pirating became the norm and they were successful. With that premise Microsoft's responsibility to the public has grown exponentially and abuse of that power is dangerous to millions of people world wide. In this industry's infancy if laws are developed now and enforced strongly we can all enjoy the experience that computers have brought into our lives. Without strict guidelines the industry will cause great harm to businesses and private citizens.

Microsoft's donation of one billion dollars to the schools would be fine if any product other than Microsoft or Microsoft driven equipment could be purchased. I am tired of trying to explain to my children why so many high profile crimes are lessened and no punishment is given. We owe our children an answer. When customers ask why Microsoft is in trouble I give them a very simple analogy: Imagine most of the country drove Chevrolets and you drove a Ford and the only parts you can find are Chevrolet parts. Those parts will not work with your Ford and Chevrolet will not modify or make available parts that will work with vehicles other than theirs, forcing the market their way. Microsoft's decision to not allow their customers a choice and actually forcing the market is why they are in court.

Embedding their browser software so deeply in the operating system that removal of it is next to impossible is direct proof, choice with Microsoft is out of the question. I don't want Microsoft or any company delegating or restricting the software I use on my computer. If they are allowed to continue in this fashion all choice is gone. Mr. Gates understands the power of the computer industry and has blatantly abused that power. He

understands code writing and knows his company has failed to protect the public but did it anyway. I admire business leaders that have built businesses and gave something back to those that have supported them. I don't admire unethical businesses that have violated the public trust and have damaged what so many of us work for everyday. I love my job and enjoy helping my customers understand the computer industry and all of its possibilities. Microsoft's punishment/restitution is pivotal to the future of this industries development and the way business will be conducted in the coming years. Set the precedent now, please.

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